

DEFENSE INFORMATION SYSTEMS AGENCY

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DOD Seal

DISA CIRCULAR 310-130-2*
2000

21 April

COMMUNICATIONS REQUIREMENTS

Management Thresholds and Performance Objectives

1. **Purpose.** This Circular prescribes the performance measurement standards in terms of management thresholds (MTs) and performance objectives (POs) that DISA will use for the telecommunications portion of the Defense Information Infrastructure (DII).
2. **Applicability.** This Circular applies to DISA, military departments (MILDEPs), other activities of DOD or governmental agencies, and contractors responsible for the operation and maintenance (O&M) of the telecommunications portion of the DII.
3. **Authority.** This Circular is published in accordance with the authority contained in DOD Directive 5105.19, Defense Information Systems Agency (DISA), 25 June 1991.
4. **Performance Measurement Terms.**
 - 4.1 MTs, as contained in [enclosure 1](#), are numerical baselines or levels against which operational performance is measured to highlight those DII telecommunications facilities which require more intensive management action. The specific MTs contained in this Circular will be applied by DISA. The overall concept of MTs includes the intention that successively lower management elements will establish their thresholds at an increasingly higher baseline so that ultimately, at the operational station level, the highest possible operational level is achieved.
 - 4.2 POs, as contained in [enclosure 1](#), reflect the peak performance that can be expected of a given communications system, subsystem, switch, facility, equipment component, or transmission path under optimum conditions of supply, maintenance, personnel training, and other operational and maintenance factors.
5. **Scope.** The scope of MTs and POs encompasses all DII telecommunications facilities on which performance measurements are

made and management actions are taken to improve customer service. MTs and POs should be applied at all echelons of management and operations within the telecommunications portion of the DII and will be continuously refined as use, experience, and the state-of-the-art dictate.

6. Objectives.

6.1 The objectives in using the MTs are to:

6.1.1 Provide an indicator for identifying substandard performance and thus enhance the management by exception philosophy, as applied to the telecommunications portion of the DII.

6.1.2 Provide a level of measurement which, if not met, will require intensive management action at the appropriate echelon.

6.1.3 Provide an indicator against which customer service can be measured.

6.2 The objectives in using the POs are to:

6.2.1 Provide an indicator of peak performance.

6.2.2 Establish a goal for operational excellence.

6.2.3 Provide an indicator of the service a customer can expect under optimum conditions.

7. **Revalidation.** MTs and POs, contained in [enclosure 1](#), will be periodically reviewed and adjusted in order to continuously identify for management those telecommunications elements of the DII which are operating least effectively.

8. Responsibilities.

8.1 The DISA Deputy Director for Operations (D3) will ensure that appropriate and realistic MTs and POs are developed and made available to the managers of the telecommunications portions of the DII.

8.2 The heads of the MILDEPs and directors of the defense agencies that have responsibilities for O&M of the telecommunications portion of the DII will take corrective action on marginal or substandard performance of DII facilities.

9. Mathematical Formulas.

9.1. **General.** The formulas that follow are consistent with those in use throughout the telecommunications portion of the DII and the guidance contained in DISAC 310-70-1, DII Technical Control.

Continued use of these formulas provides a common ground for discussions and analysis functions.

9.2. **Formulas.** In the equations, the terms are defined as follows. "Total time" is the total time period covered. "Outage time" is that period of time during which the designed capabilities of a DII subsystem switched network, an entire switching center, a specific major subsystem of a switch, or a subscriber station are unavailable for use by the system or its customers. The time unavailable will also include the time attributed to preventive maintenance actions. "Excluded time" is the portion of the outage time exempted from the reliability calculation. For example, unless otherwise specified, the reliability calculation excludes authorized outage time.

9.2.1 **% Availability** = $100 \text{ (Total time - Out time) / Total Time}$

9.2.2 **% Reliability** = $100 \frac{\text{(Total time - Out time)}}{\text{(Total time - Excluded time)}}$

10. **Changes.** Recommended changes to this Circular, together with full and complete supporting rationale, should be sent to:

DISA Deputy Director for Operations
Attn: DII Quality Assurance Division (D32)
701 S. Courthouse Road
Arlington, VA 22204-2199

11. **Additional Guidance.** The Commanders of DISA-WESTHEM, DISA-EUR, DISA-PAC, and DISA-CENT may provide additional implementation guidance to DII facilities within their Area of Responsibility (AOR). Such guidance must be provided to the DISA Deputy Director for Operations, Attn: DII Quality Assurance Division (D32), for approval, prior to publication.

FOR THE DIRECTOR:

1 Enclosure a/s

PAUL T. HAUSER
Captain, USN
Chief of Staff

SUMMARY OF SIGNIFICANT CHANGES. This revision deletes all references to the Defense Data Network (DDN), Automatic Voice Network (AUTOVON), Automatic Secure Voice Communication Switch (AUTOSEVOCOM), the National Communications System (NCS) Restoration Priority Program,

and the DISA Performance Analysis Reports System (PARS). The mathematical formulas have been simplified, obsolete terminology has been replaced, and appropriate portions of Interim Change 2-1 have been incorporated.

*This Circular cancels DISAC 310-130-2, 13 February 1979; Interim Change 1-1, 271203Z Jan 89; and Interim Change 2-1, 232013Z Apr 91.

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